

# **On the Fly: Assessing the Success of an Interlibrary Loan Operation's Buy Not Borrow Program**

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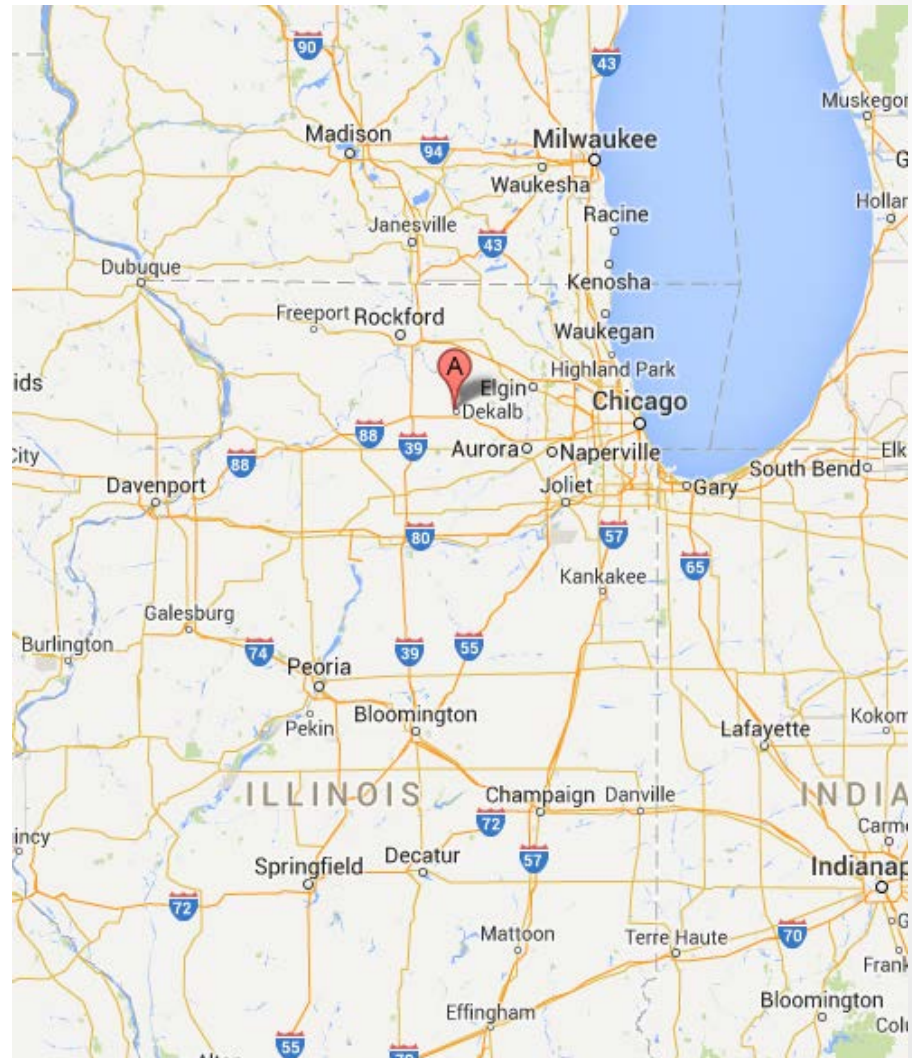
# What's Buy Not Borrow?

The purchasing of certain materials outright in lieu of attempting to borrow them through traditional ILL channels, for whatever reason (i.e., they cannot be found otherwise, it's cheaper to buy, it will arrive faster, etc.).

# Background: The University

Northern Illinois University  
(NIU):

- Public research university
- DeKalb, Illinois
- Founded in 1895
- Seven degree-granting colleges
- Student body of ~21,000
- Member of the Association of Public and Land-grant Universities
- Tier-one research university



# Background: The Library

- Founders Memorial Library (our formal name) was built in 1976.
- We currently have ~2.3 Million Volumes in our collection.
- 25 faculty/librarians (including the Dean and the Associate Deans).



# Background: The Library

- University Libraries is the Main Library, the Music Library, and Faraday Library (sciences).
- Our Library's Special Collections include over 150K items, w/ special focus on American Popular Culture. We hold literary papers for nearly 70 contemporary SF/F authors.
- We have one of the major Southeast Asia Collections in the country, and, at over 50 years old, it is also one of the older SE Asia collections in the country.

# Our ILL Unit (IDS)

- Interlibrary Loan is part of User Services at our Library. User Services has 1 Librarian—me.
- The IDS unit (normally) has 7 staff members, 4 of whom work specifically on different areas of Borrowing, 2 in Lending, and 1 in Document Delivery. We have between 10-20 student workers for the whole unit.

# Our ILL Unit

- In FY14 we borrowed 22,033 items and lent 27,252 items.
- We are a member of the CARLI consortium, are a reciprocal lender, and are a part of LVIS.
- However, we can and do pay when necessary. Our max cost defaults to \$25, and, as I am the department head, it is up to my discretion if we go any higher for a particular patron.

# Buy Not Borrow: Getting Started

- My memo proposed that Buy Not Borrow:
  - might help us save money
  - get some items faster
  - help us get hard to obtain items
- I suggested some possible policies and procedures we could consider.



# Buy Not Borrow: Getting Started

- We called a meeting that included myself, some IDS staff, some Acquisitions staff, and two A.D.s.
- I remember it being a hard sell, but apparently it ... wasn't?

# Buy Not Borrow: Our Procedure

IDS staff member determines item is good candidate for purchase

Item goes to my queue for final determination.

How many Holdings are there?

Can it be purchased cheaply?

Item is purchased with unit p-card.

When item arrives, a short record in the Circ Module, with OTF code.

When the item is returned, the short record is removed and the item is marked as Returned in ILLiad.

I show the item to the subject specialist

Item is added to collection

or

Item is added to gifts

# Assessing Buy Not Borrow: Our Purchases

- Between 02/05/13 and 10/23/14, 48 titles were considered for purchase.
- 2 were cancelled/rejected before purchase.
- We have spent \$952.53 so far.

# Assessing Buy Not Borrow: Our Purchases

- Averaging the cost of the remaining 46 titles, equals \$20.71.
- Compare to averaging IFM for same time period (02/05/13-10/31/14): \$16.20 – Buy Not Borrow is probably not saving us any money.

Transaction Number	Transaction Status	Transaction Date	Lending Library	Cost
152054	Request Finished	2/5/2013	OTF	21.29
178324	Cancelled by ILL Staff	2/5/2013	OTFNO	0
177841	Cancelled by ILL Staff	2/22/2013	OTFNO	0
175892	Request Finished	2/25/2013	OTF	23.3
179155	Request Finished	3/8/2013	OTF	14.13
173224	Request Finished	3/8/2013	OTF	20.20
<b>176869</b>	<b>Request Finished</b>	<b>3/20/2013</b>	<b>OTF</b>	<b>68.95</b>
174984	Request Finished	3/25/2013	OTF	23.13
181500	Request Finished	3/26/2013	OTF	16.94
175890	Request Finished	4/2/2013	OTF	49.63
184976	Request Finished	4/12/2013	OTF	5.99
183421	Request Finished	4/24/2013	OTF	11.98
186940	Request Finished	5/7/2013	OTF	12.15
182100	Request Finished	5/8/2013	OTF	13.71
181502	Request Finished	5/8/2013	OTF	18.94
187210	Request Finished	5/13/2013	OTF	14.75
188367	Request Finished	5/30/2013	OTF	8.82
189022	Request Finished	7/2/2013	OTF	13.98
175129	Request Finished	7/17/2013	OTF	44.04
189793	Request Finished	7/17/2013	OTF	14.51
189528	Request Finished	7/18/2013	OTF	5.14
189389	Request Finished	7/18/2013	OTF	9.95
193488	Request Finished	8/6/2013	OTF	14.42
195537	Request Finished	8/20/2013	OTF	22.49
<b>192666</b>	<b>Request Finished</b>	<b>9/16/2013</b>	<b>OTF</b>	<b>4.00</b>
201728	Request Finished	12/2/2013	OTF	12.57
202528	Request Finished	12/3/2013	OTF	43.55
201569	Request Finished	12/4/2013	OTF	21.17
203257	Request Finished	12/4/2013	OTF	38.62
203945	Request Finished	12/10/2013	OTF	17.71
207770	Request Finished	1/15/2014	OTF	12.70
208762	Request Finished	1/24/2014	OTF	32.79
209598	Request Finished	3/20/2014	OTF	18.92
216761	Request Finished	3/31/2014	OTF	17.48
215153	Request Finished	3/31/2014	OTF	15.43
215051	Request Finished	4/16/2014	OTF	8.49
208616	Request Finished	5/7/2014	OTF	19.25
219369	Request Finished	5/8/2014	OTF	16.94
218450	Request Finished	5/19/2014	OTF	20.55
221973	Request Finished	6/16/2014	OTF	21.84
222433	Request Finished	6/18/2014	OTF	32.00
224236	Request Finished	7/8/2014	OTF	24.60
224244	Request Finished	7/8/2014	OTF	40.99
224246	Request Finished	7/8/2014	OTF	17.58
224242	Request Finished	8/25/2014	OTF	13.27
231507	Customer Notified via E-Mail	10/9/2014	OTF	9.95
230881	Request Sent	10/15/2014	OTF	15.96
235589	Request Sent	10/15/2014	OTF	27.73
<b>TOTAL COST</b>				<b>952.53</b>

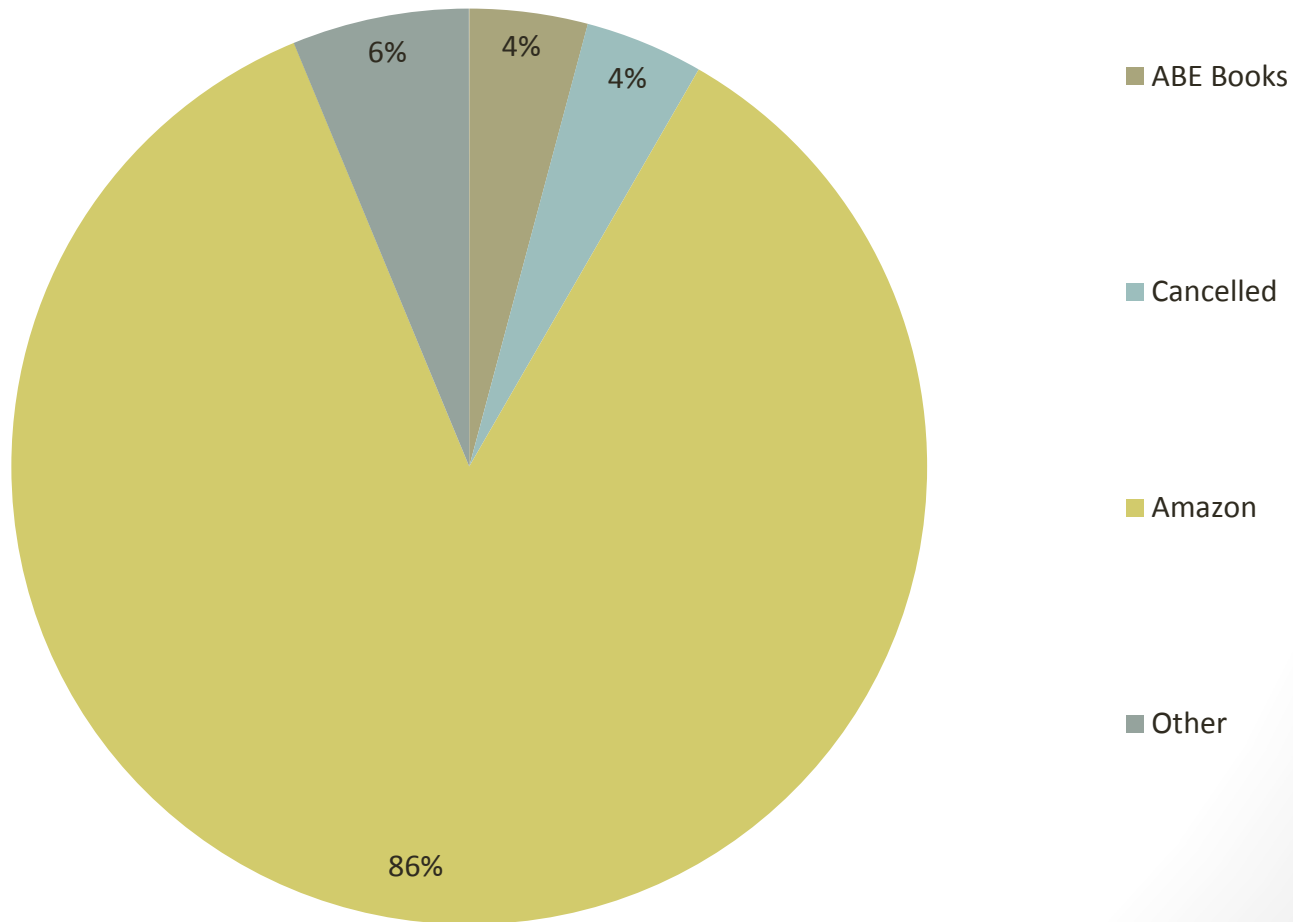
# Titles purchased

- Konfliktreicher Anfang in Surinam: Die Herrnhuter Mission zwischen Anpassung und Widerstand
- Ein Ausflug nach Triest und dem Quarnero
- Grammar and writing 5: student workbook grade 5
- Horrible histories annual 2012
- Wind Direction and Oriented Thaw Lakes. An Investigation Determining if Dominant Wind Direction is Solely Responsible for Thaw Lake Orientation
- Behind the screens: programmers reveal how film festivals really work
- Song school Spanish
- Die Reise nach Triest
- Unforgivable stories
- Higher hopes: a black man's guide to college
- In Great Company
- The three hungry boys : how to catch, trap, forage & generally blag your way to survival in the wild
- Latin for children primer A
- The corn stalker: an uncomfortable truth, fiction based on a true story
- Where in the world am I?: mystery geography puzzles
- The sign of the claw
- Ludi Circensi
- Deep roots music. 2, Bunny Lee story, black ark
- Dazzling discoveries: the explosive story of science
- The little school of hope
- Bluebells in the mourning
- Mama Day
- Great speeches: words that shaped the world

# Titles Purchased

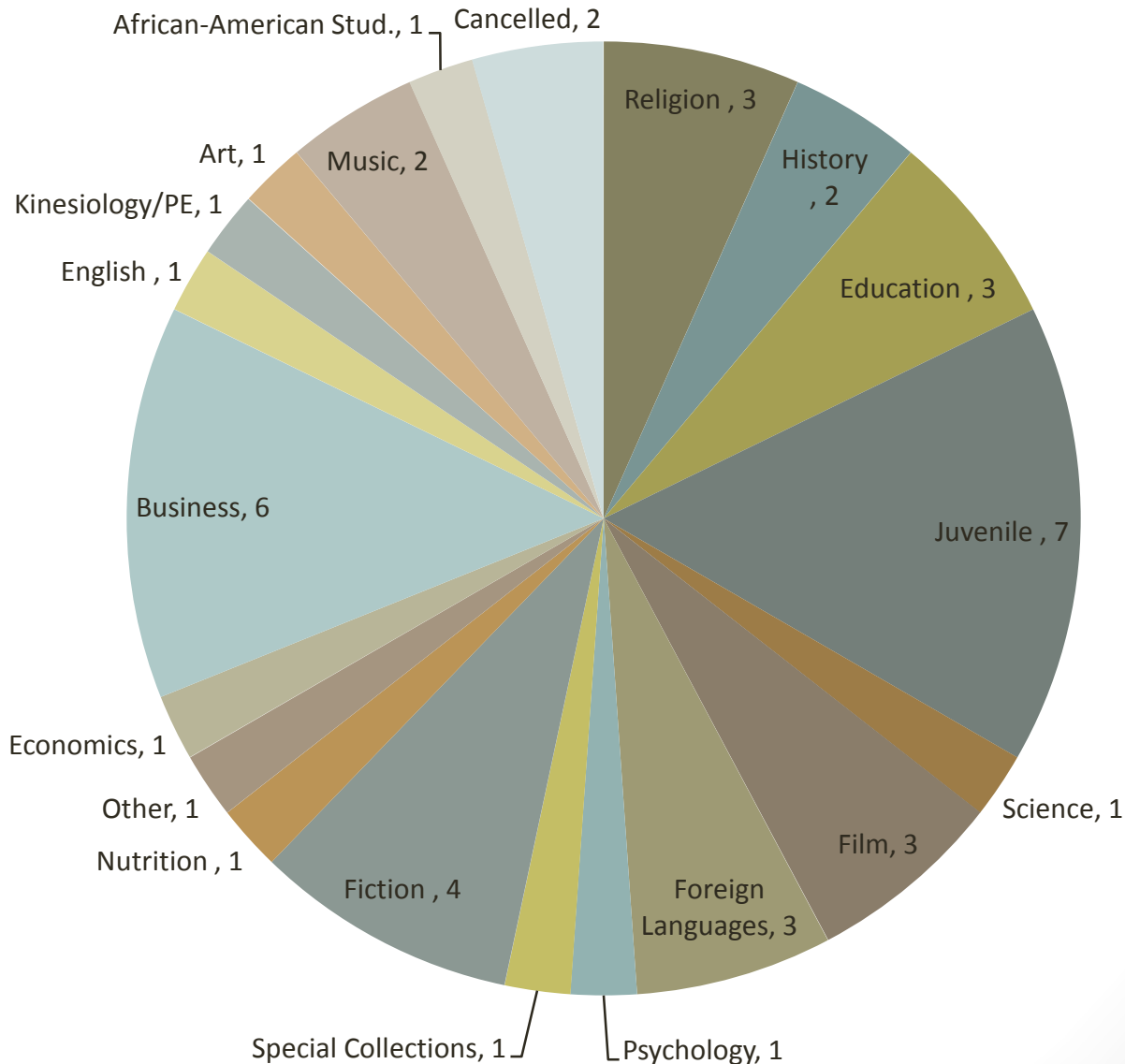
- The black diaspora: [five centuries of the black experience outside Africa]
- What Makes High-Performing Boards: Effective Governance Practices in Member-Serving Organizations
- Wealth Accumulation and Communities of Color in the United States: Current Issues Banking and wealth accumulation in the Asian American Community: Questions and evidence from Los Angeles
- The poets' daughters: the lives of Dora Wordsworth and Sara Coleridge
- Art of defence on foot, with the broad sword and sabre: adapted also for the spadron, or cut and thrust sword
- Joaquin Sorolla: Masterpieces
- A short history of Christianity
- Projections of the consciousness: a diary of out-of-body experiences
- Lucky bitch: a guide for exceptional women to create outrageous success
- Student parents: the essential guide
- SchweserNotes: 2011 CFA exam. Level 1
- Choral anthology 1: for mixed choir (SATB)
- How to become a millionaire!
- This is lean: resolving the efficiency paradox
- Relationships: Assertiveness Skills
- "Black women in the academy" "defending our name"
- Chi ride in giardino?
- Gaspard et Lisa font des croissants
- Gaspard et Lisa fabriquent un cerf-volant
- Gaspard et Lisa et les tomates disparues
- Halloween: harmless fun or risky business?
- Methods of teaching economics
- Jerome Kern's Centennial summer

# Assessing Buy Not Borrow: Where We Buy



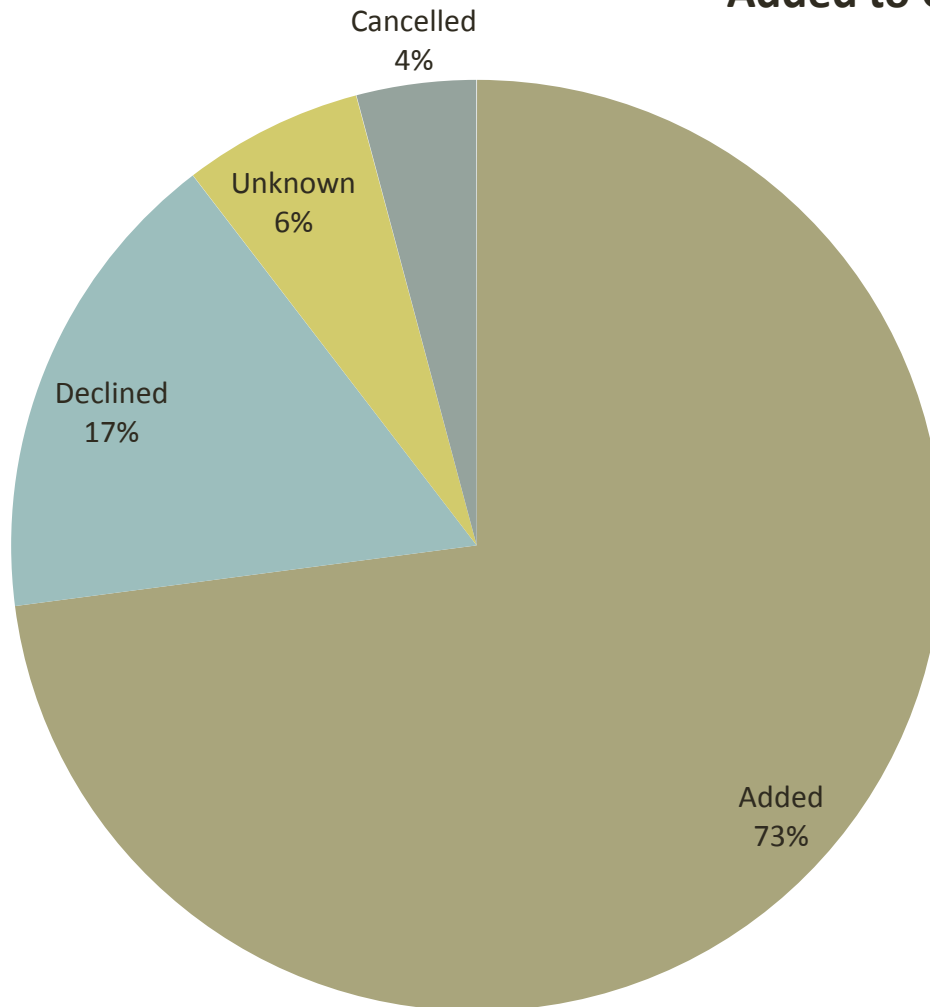


# Assessing Buy Not Borrow by Subject

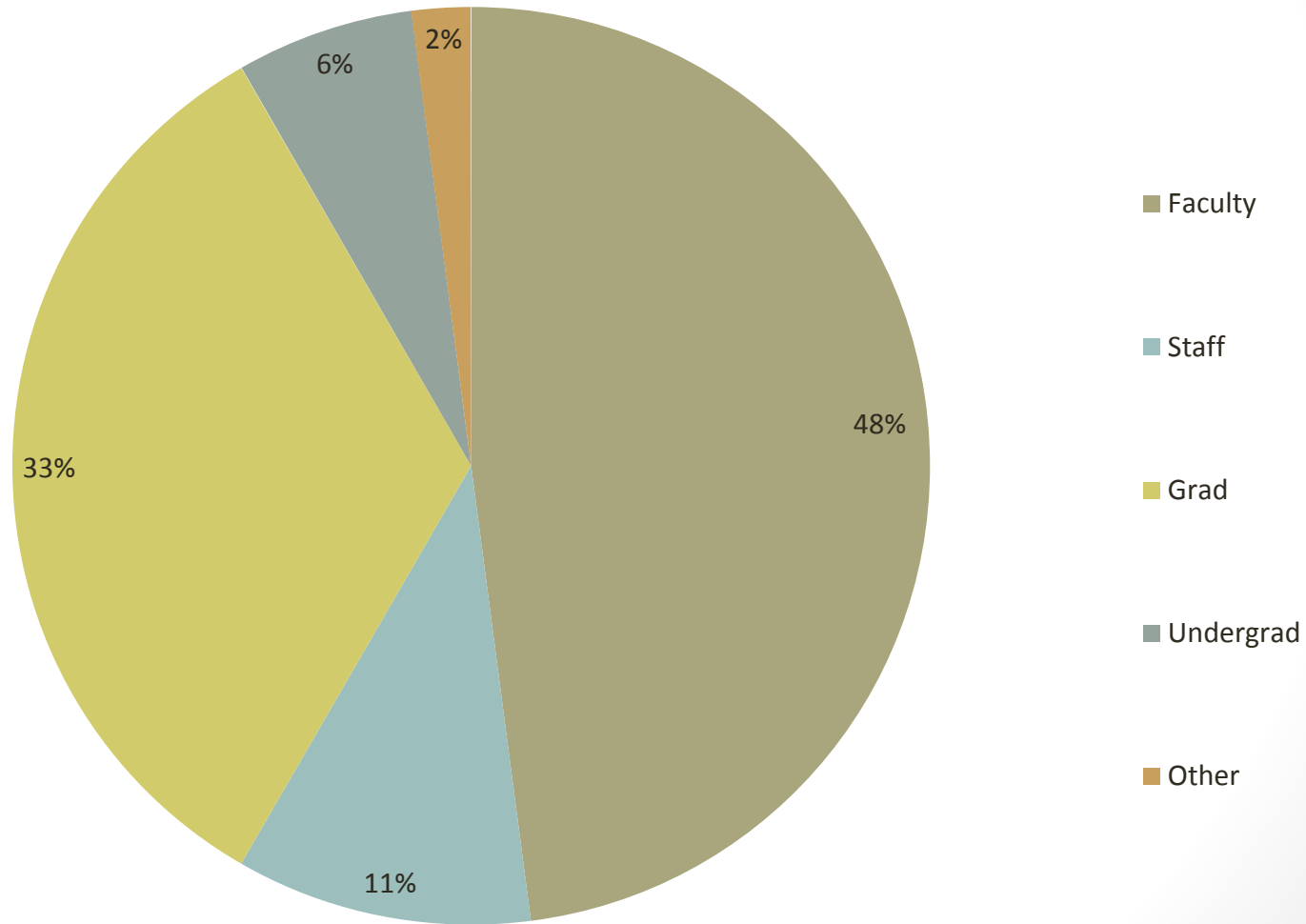


# Assessing Buy Not Borrow by the Numbers

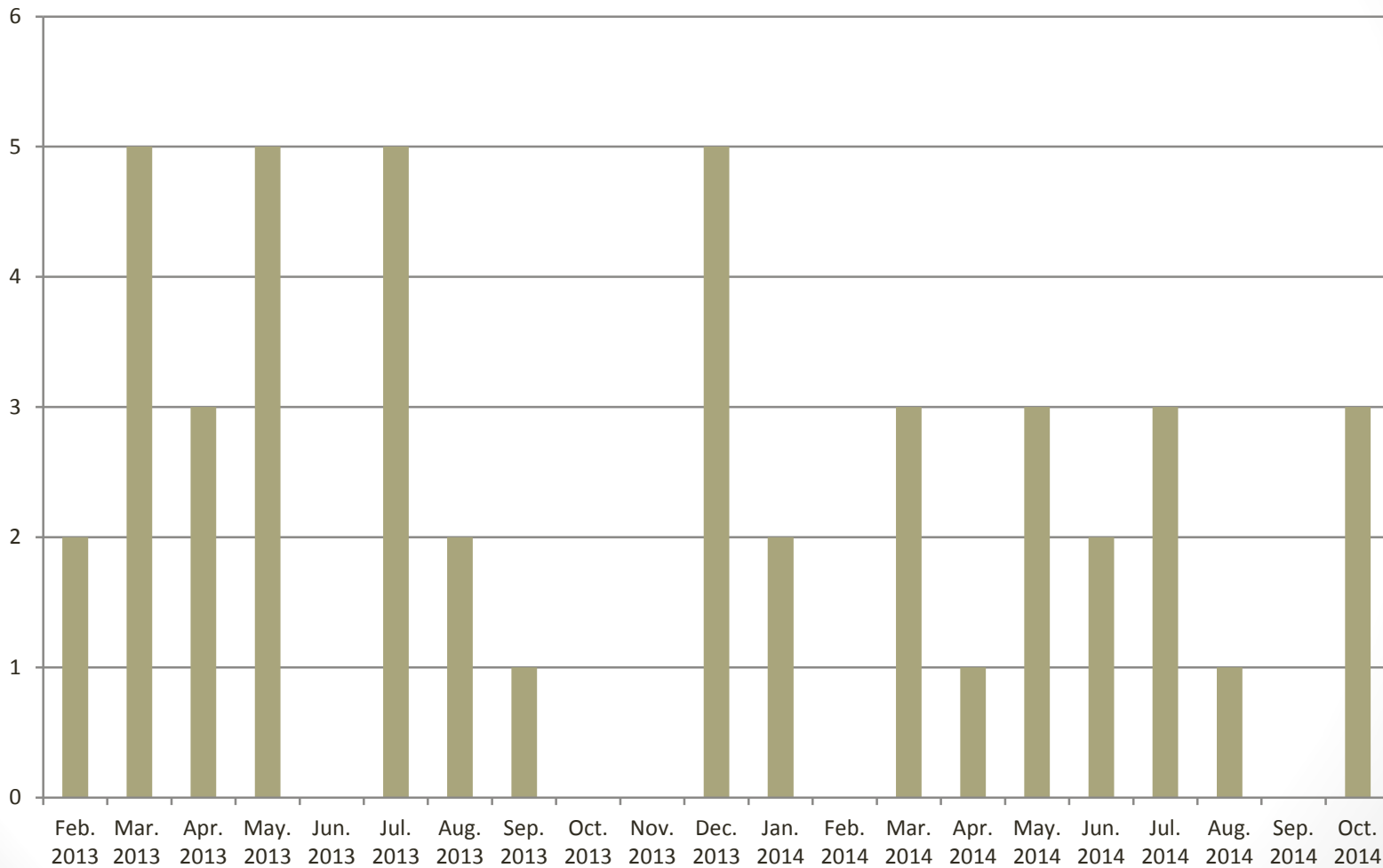
## Added to Collection vs Declined



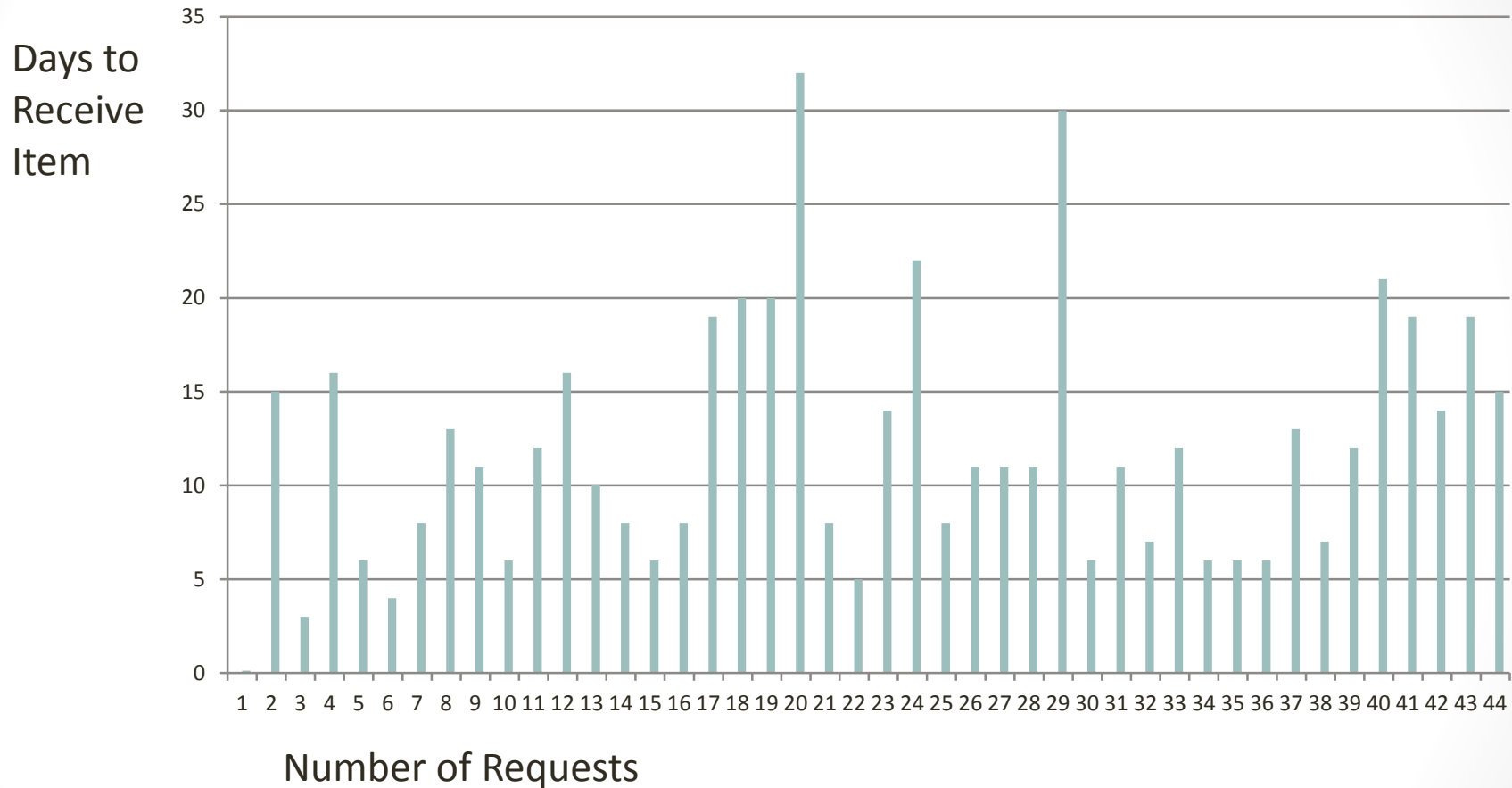
# Buy Not Borrow: The Users



# Buy Not Borrow: Purchases by Month



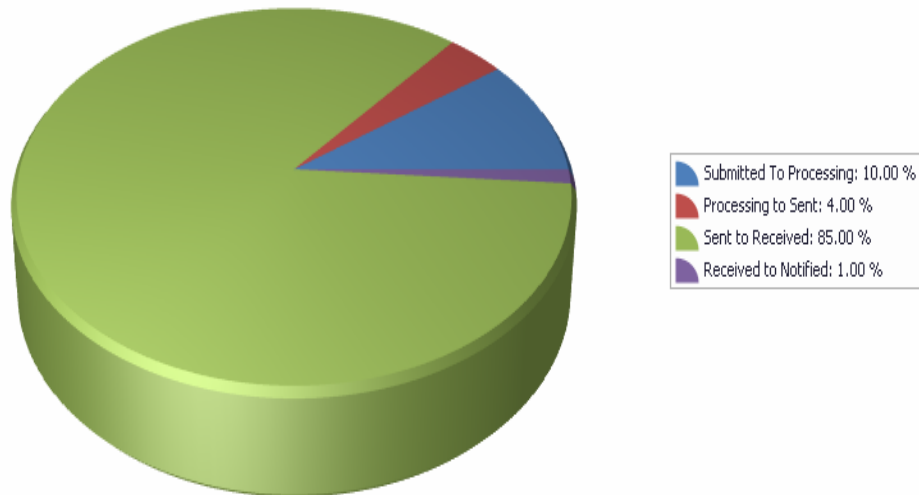
# Is Buy Not Borrow Faster?



**Average time to Receive = 23.23 Days**

# Is Buy Not Borrow Faster Compared to Average ILLiad Turnaround?

Turnaround Time for Loans



Total Number of Selected Loan Records	4397
Average Time from Submitted to Processing	1.34 days
Average Time from Processing to Sent	12.37 hours
Average Time from Sent to Received	11.37 days
Average Time from Received to Notified	3.89 hours
<b>Average Total Time</b>	<b>13.39 days</b>

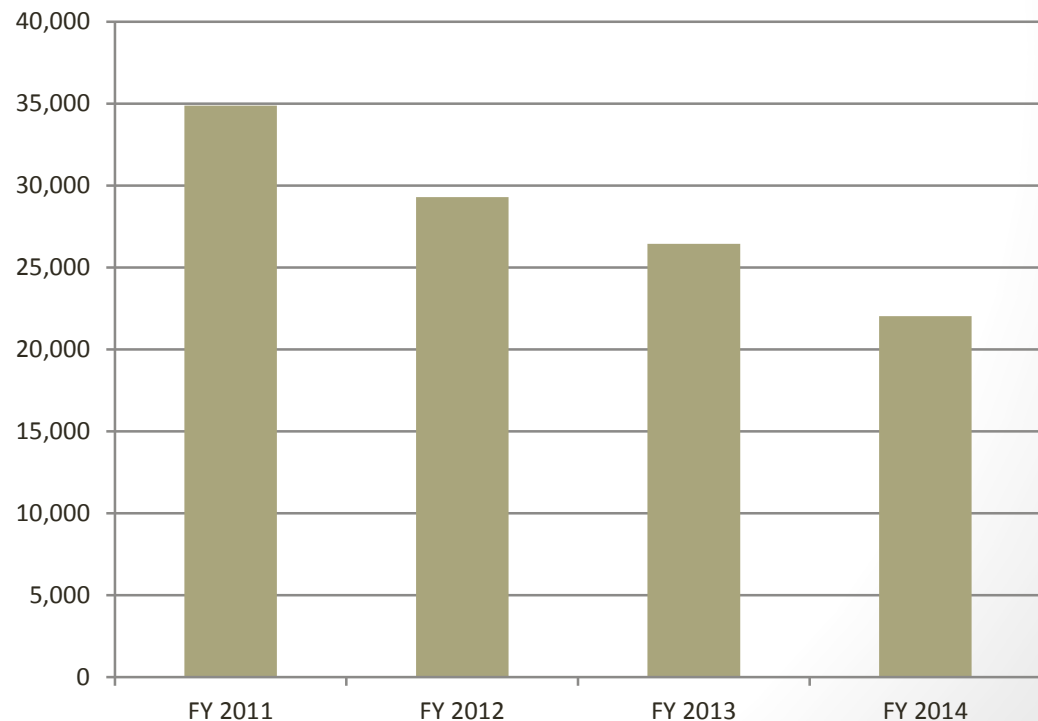
# Ways that Buy Not Borrow Is Not a Success

- It does not appear to save us \$\$\$ 😞
- We are not getting the items any quicker than the average Borrowing request 😞

# Ways that Buy Not Borrow Is a Success

We are able to use Buy Not Borrow to fill requests for items that are otherwise hard to obtain! We are filling requests that we wouldn't be filling otherwise! In a time of falling Borrowing requests, every filled request counts! 😊

IDS Borrowing requests, by FY





# Ways that Buy Not Borrow Is a Success

- 73% of the items purchased were added to the collection—those were chosen by the patrons themselves. 😊
- Although Buy Not Borrow requests really don't look any diff't from the patron POV, the majority of BNB requests were filled for faculty, which can demonstrate our relevance. 😊

# Buy Not Borrow: Success? Success!

- Yeah, but maybe not in the ways that I had originally anticipated. ***That Is Okay!***
- Demonstrated that we can safely experiment with services/programs in User Services.

# Questions? Comments?

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